

# Consumer Sentinel Complaint Statistics and Trends for Maine

January 1 - December 31, 2001

Total Number of Fraud and Identity Theft Complaints from Maine Consumers = **581**



**Fraud Complaints from Maine Consumers = 462**

## Top Fraud Complaint Categories for Maine Consumers

Rank	Top Categories	Complaints	Percentage*
1	Internet Auctions	90	19%
2	Internet Services and Computer Complaints	70	15%
3	Prizes/Sweepstakes and Lotteries	55	12%
4	Advance-Fee Loans and Credit Protection/Repair	50	11%
5	Shop-at-Home/Catalog Sales	48	10%

## Top Fraud Complaint Categories Against Maine Companies

Rank	Top Categories	Complaints	Percentage*
1	Shop-at-Home/Catalog Sales	72	26%
2	Health Care	56	20%
3	Internet Auctions	51	19%
4	Internet Services and Computer Complaints	30	11%
5	Advance-Fee Loans and Credit Protection/Repair	28	10%

## Amount Paid Reported by Maine Consumers

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid Reported**
462	\$320,246	336	73%	\$953

\*Percentage is based upon the total number of fraud complaints from Maine consumers and the total number of fraud complaints against Maine companies, respectively.

\*\*Average amount paid is based upon the total number of fraud complaints where amount paid was reported by Maine consumers.



**Identity Theft Victims in Maine = 119**

## Complaints by Identity Theft Type<sup>1</sup>



<sup>1</sup> Note: Many identity theft victims experience more than one type of identity theft. These figures represent the number of identity theft complaints by type, NOT the number of identity theft victims.

## Top Identity Theft Victim Locations

Victim City	No. of Complaints
Portland	8
York	5
Kittery	4
Berwick	3
Biddeford	3
Old Orchard Beach	3